

Appendix Y – Valuing People Group Feedback to London Travel Watch from TfL Network meeting at Palestra on 28 October 2016

Our reflections on the Ticket office closures programme.

Availability/Accessibility of Staff

Visibility

Positive – Staff available to assist –not stuck behind glass.

But...

Not enough staff –can't always find staff/ assistance when needed..

Hard to identify staff in ticket halls generally.

We should be able to see staff.

Can't see staff, not a clear uniform.

Should have a yellow vis jacket.

When you do see staff members, you don't know if they are customer services –not clearly labelled. You can approach staff and they may be a cleaner or an engineer.

At Bank Station, couldn't find any staff to speak to and the sign was covered with cloth.

Positioning

Always seem to be on the wrong side of the barrier.

Staff are not anywhere near the ticket machines –often they are on the other side of the barriers.

People with autism and learning disabilities will not have confidence to shout across barriers or try and get staff's attention.

In Oakwood, there is no staff member –only in a booth on other side of barriers.

Communication

Staff are not actively asking people if they need help.

Staff can be rude when asking –think we know the answer.

At Stratford Tube Station –they need more people to direct you to what platform you need.

Using Ticket Machines

Good thing – when there is someone to help you use the ticket machines.

Negative - Ticket machine closed –no one to assist.

It's confusing reading machines with no assistance.

Lots of people don't know how to use the ticket machines.

When have no ticket due to machine, feel anxious.

Often long queues to use machines with people behind who are not patient.

People have given up on trying to use ticket machines without help and gone back home.

Ticket machines don't give you all the information i.e. don't tell you cheapest ticket or tickets that are valid at peak or off peak times. People with autism would get confused or not know which ticket is the right one & give up.

Because there are less staff in ticket halls and no one to ask, there should be better information on types of tickets – a Big Sign/Poster that explains all different types of tickets –off peak etc.

Having Ticket Offices there

Ticket offices weren't just for tickets –they were also for assistance.

Lack of ticket offices/humans means lots of people are no longer travelling or getting out as much.

People with autism prefer clear structures i.e. with the ticket office it's clear that you have to queue and where to queue.

People in ticket office gave me more time.

Ticket office is more of a focal point.

More likely to use Tube if there is a ticket office.

At Barking Underground Station –the ticket office is still open. People know me at that ticket office. Staff are very good there.

Feeling Safe

Negatives – Possible Station Security.

Don't feel safe since closure.

When travelling late at night, do not feel safe due to no staff/ less staff now.

You don't see Transport Police.

Need more than one member of staff per station.

General comments

A lot of the people that we know have to work hard to build up the confidence to travel independently around London.

Many more of our Network members use the Buses than the Tube and these changes to the Underground's staffing and support structures have confirmed their uneasy feelings about taking the Tube.

A lot is down to the interaction of the Tube staff with the customers. If they initiate the exchange in a friendly and professional way, this will help the customer with additional needs to feel more secure and confident that they will get the kind of help and information that they need to continue with their journey.

We often hear that a member of staff was "helpful and kind", which doesn't mean that they talked down to the person, rather that they focussed directly on their concerns and enabled them to move onwards.